

INTERAGENCY FOREIGN SERVICE NATIONAL EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST KAMPALA	2. AGENCY CDC	3a. POSITION NO.
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3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. ☐ Yes ☐ No

4. REASON FOR SUBMISSION

- ☐ a. Reclassification of duties: This position replaces
Position No. _____, _____ (Title) _____ (Series) _____ (Grade)
- ☒ b. New Position
- ☐ c. Other (explain) _____

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority	IT HELP DESK TECHNICIAN	6		
b. Other				
c. Proposed by Initiating Office				

6. POST TITLE POSITION (if different from official title) HELP DESK ASSISTANT	7. NAME OF EMPLOYEE VACANT
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8. OFFICE/SECTION US MISSION KAMPALA	a. First Subdivision CENTERS FOR DISEASE CONTORL
b. Second Subdivision MANAGEMENT & OPERATIONS	c. Third Subdivision INFORMATION TECHNOLOGY

9. This is a complete and accurate description of the duties and responsibilities of my position. <div style="border-bottom: 1px solid black; padding-bottom: 5px;">VACANT</div> <div style="display: flex; justify-content: space-between; font-size: small;"> Typed Name and Signature of Employee Date(mm-dd-yy) </div>	10. This is a complete and accurate description of the duties and responsibilities of this position. <div style="border-bottom: 1px solid black; padding-bottom: 5px;">HENRY KABUYE</div> <div style="display: flex; justify-content: space-between; font-size: small;"> Typed Name and Signature of Local Supervisor Date(mm-dd-yy) </div>
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11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position. <div style="border-bottom: 1px solid black; padding-bottom: 5px;">ROBERT RAY</div> <div style="display: flex; justify-content: space-between; font-size: small;"> Typed Name and Signature of American Supervisor Date(mm-dd-yy) </div>	12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards. <div style="border-bottom: 1px solid black; padding-bottom: 5px;">CRISTINA STOKES</div> <div style="display: flex; justify-content: space-between; font-size: small;"> Typed Name and Signature of Human Resources Officer Date(mm-dd-yy) </div>
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13. BASIC FUNCTION OF POSITION

The IT Help Desk Technician is responsible for first level problem determination, problem/incident recording, problem resolution and problem escalation for the following: network connectivity, printer problems, hardware and software problems at CDC offices in Entebbe.

14. MAJOR DUTIES AND RESPONSIBILITIES 100% OF TIME

- Provide first-level contact and problem resolution for all users with network connectivity, printers, hardware, software and applications problems. This includes on a daily basis reviewing the IT Service Desk tracking system and identifying reported problems/faults, and resolving as many user-reported problems as expertise permits using available tools, and following available procedures and policies for the handling of support cases.

- Carry out basic trouble-shooting over the phone and in person to diagnose and correct operating system problems, and provide feedback to CDC staff on reported problems and progress of problem resolution.
- Communicate with customers to obtain all necessary information on reported problems, and provide accurate and timely logging of problems and resolution for problems in the IT Service Desk tracking system.
- Escalate problems as appropriate to the LAN/WAN Assistants/Administrator.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education

Diploma in Computer Science or Information Technology/Systems.

b. Prior Work Experience

1-2 years providing end-user phone support for current PC desktop and application software and or installing, upgrading, troubleshooting and repairing personal computers in a network environment, and/or experience in diagnosing, troubleshooting and resolving client issues with PC hardware, Windows XP Professional, Microsoft Office 2003 applications, email and Blackberry services, and/or experience in technical call center operations.

c. Post Entry Training

Certifications in Microsoft Networks, Local Area Network design and support methodologies, CDC IT policies and procedures and Standard Operating Procedures (SOPs), blackberry services, and current/updated MS Office packages.

d. Language Proficiency:

Level III English ability (good working knowledge) is required.

e. Knowledge

Good knowledge of desktop operating systems, various software applications and basic hardware for the PC; principles and theories of network systems and management; Internet technologies and products; basic understanding of electrical safety procedures, are all required.

f. Skills and Abilities

Excellent customer service and team work skills are required. Ability to communicate clearly orally and in writing, and to write clearly and concisely is required.

16. POSITION ELEMENTS

a. Supervision Received

LAN/WAN Administrator/IT Team Lead

b. Available Guidelines

CDC IT Policies and Procedures

c. Exercise of Judgment

Solid ability to determine the proper routing and escalation of Help Desk service request and inquiries.

d. Authority to Make Commitments

None

e. Nature, Level and Purpose of Contacts

All CDC staff, LAN/WAN Assistants and LAN/WAN Administrator; Embassy IT staff.

f. Supervision Exercised

None

g. Time Required to Perform Full Range of Duties after Entry into the Position

52 weeks